PL Sum. J.

Ex. 114

From: Do Not Reply

Sent: Tuesday, November 27, 2012 9:34 AM CST

To: 10088; Cheryl Billo; Jay Moyer

Subject: Red Roof Inn - Atlanta - Smyrna - KELLY KAMMANN - Satisfaction Survey Results

Guest Status: CHECKED OUT SurveyID: 305569833			
Hotel:	Atlanta - Smyrna		
Room: Guest Name:	257 KELLY KAMMANN kkammann@xceleratemedia.com Tuesday, November 27, 2012 10:34:09 AM Sunday, November 25, 2012 Monday, November 26, 2012	Atlanta - Smyrna CS Score: 66	
Email:			
Survey Completed: Check-in:			
Check-out:			
Rate:	41.99 - материал и принародительного помощения и пределительного помощения помощения помощения помощения и предели и помощения помощени	naeriae increanige in Frenderia, ilenaeriae formeriae romaeriae ilenaeriae increenaeriae resolutionaeri	
How were your reser	vations made?	I did not have a reservation	
Check in and Check	окорит марко простоя на простоя на окорите на средение предоста на окорите на простоя на окорите на средение пр Out	уу саянааныга тобыран хостоо тоолаан хостоо каленааныг сөөнөөсөгөө колоонаа соон	
Accuracy of reservation information upon check-in		4 - Satisfied	
Efficiency of check-in		4 - Satisfied	
Efficiency of check-out		4 - Satisfied	
Accuracy of billing		5 - Very Satisfied	
Front Desk Staff	En la respectation de transportation de la respectación de la respecta	se prezima, indumenta time i vidume times i ingressament su medice dimu. Han kan vestimes i dimese prese	
Friendliness of front desk staff		5 - Very Satisfied	
Helpfulness of front desk staff		4 - Satisfied	
Staff's knowledge of inn and area		4 - Satisfied	
Staff's 'can-do' attitude		4 - Satisfied	
Housekeeping/Mainte	enance e mese o seseou mesese meses meses meses meses en meses a meses meses en escolar meses meses meses en es		
Friendliness of housekeeping staff		3 - Neutral	
Room cleanliness		3 - Neutral	
Bathroom cleanliness		3 - Neutral	
Pleasant smell of room		2 - Dissatisfied	
During your stay, did the staff provide exceptional service which exceeded your expectations?		No	
Room	micromorphism is transported, as considerate contraction of conditions of transported contractions of the contraction of transported contractions of transported contracti	rapor an trak renazagitani ili erandizagi, za hisanzena traki zaarindizan trak ila transpisa kirik kondizakti	
Comfortable bed and furniture		2 - Dissatisfied	
Proper functioning of devices in your room		2 - Dissatisfied	
Sufficient room lighting		4 - Satisfied	
Quality of in-room amenities		3 - Neutral	
Quality of room		3 - Neutral	
Did you use our Wire	less Internet (WiFi) during your stay?	Yes	
Wi-Fi	мума у том объемать поментации по помента и помента по помента и помента по	erripadistants tatteggradistan, tatte despuertan, stittedespuert en , adistedespuertanteten dallahisten s'erri	
Quality of wireless internet access		2 - Dissatisfied	

Comfortable	4 - Satisfied
Important	4 - Satisfied
Overall Inn Stay	an band de sealan de sell den daer de leer en een de de leer en de leer de de leer de leer de leer de leer de
Overall condition of inn	3 - Neutral
Value for price	5 - Very Satisfied
If you return to this area, how likely is it that you will return to this inn?	Very likely
How likely is it that you will recommend this inn to others?	Possibly
Are you a member of the RediCard reward program?	Yes
How important was the RediCard program in your decision to stay at this inn?	Somewhat important
Did an online review significantly affect your decision to stay at this hotel?	No
Did you experience a problem during your stay with us?	No
Why do you feel the pleasant smell of room was not satisfactory?	Sentiment: -1.75
It always smells a little stale and dingy	
Why do you feel the comfort of your bed and furniture was not satisfactory?	Sentiment: -1
the bed and linens ar efine but the furniture is really beat up	
Why do you feel the functioning of the of the devices in your room was not satisfactory?	Sentiment: -1
Every time i stay here which is alot there are always light bulbs out it seems	
Why do you feel the quality of internet access was not satisfactory?	Sentiment: -1
It is super super slow. I can get on really easillyy, but it is just amazingly slow to the point o	of being almsot unusable
How did you hear about us?	Other
Please specify how you heard about us:	Sentiment:
I jsut have been staying at red roof for years	
Have you visited a Red Roof Inn before?	Yes
What was the primary reason for choosing this inn?	Location
What was the primary purpose of your visit?	Business
Is there anything else we could have done to improve your stay?	Sentiment: -0.75
update this propoerty to look like the other recently updated red roof properties in the network cleaner, make sure light bulbs arent always out, do something to immprove wifi speed, and done about security and guest screening. I stay at this propoerty all the time and I would sa guy in the parking lot is offering me drugs or hookers. Additionally I usually see hookers stay quests. I would really like to see this cleaned up. I love the staff, location and value but this	finally somethign needs to be ny half the time there some aying in other rooms as
Order Inn CS Score:	-
Did you use Order Inn, our restaurant delivery service?	No